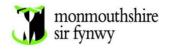
# **Public Document Pack**



County Hall Rhadyr Usk NP15 1GA

Tuesday, 8 July 2025

# Notice of meeting:

# **People Scrutiny Committee**

Wednesday, 16th July, 2025 at 10.00 am, Council Chamber, County Hall, The Rhadyr USK

### ALL MEMBERS ARE INVITED TO ATTEND THIS MEETING

Please note that a pre meeting will be held 30 minutes prior to the start of the meeting for members of the committee.

# **AGENDA**

Item No	Item	Pages
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Review of the Housing Social Grant Programme	1 - 32
	Pre-decision scrutiny of the recommission of the Housing Social Grant Programme.	

**Paul Matthews** 

**Chief Executive** 

# MONMOUTHSHIRE COUNTY COUNCIL CYNGOR SIR FYNWY

#### THE CONSTITUTION OF THE COMMITTEE IS AS FOLLOWS:

County Councillor Jan Butler, Goetre Fawr; Welsh Conservative Party

County Councillor Christopher Edwards, St. Kingsmark; Welsh Conservative Party

County Councillor Simon Howarth, Llanelly Hill;, Independent Group

County Councillor Penny Jones, Raglan; Welsh Conservative Party

County Councillor Maureen Powell, Pen Y Fal;, Welsh Conservative Party

County Councillor Sue Riley, Bulwark and Thornwell;, Welsh Labour/Llafur Cymru

County Councillor Maria Stevens, Severn;, Welsh Labour/Llafur Cymru

County Councillor Jackie Strong, Caldicot Cross;, Welsh Labour/Llafur Cymru

County Councillor Martyn Groucutt, Lansdown;, Welsh Labour/Llafur Cymru

## **Public Information**

### Access to paper copies of agendas and reports

A copy of this agenda and relevant reports can be made available to members of the public attending a meeting by requesting a copy from Democratic Services on 01633 644219. Please note that we must receive 24 hours notice prior to the meeting in order to provide you with a hard copy of this agenda.

#### Welsh Language

The Council welcomes contributions from members of the public through the medium of Welsh or English. We respectfully ask that you provide us with adequate notice to accommodate your needs.

#### **Public Open Forum**

Our Scrutiny Committee meetings are live streamed and a link to the live stream will be available on the meeting page of the Monmouthshire County Council <u>website</u>

If you would like to speak under the Public Open Forum at an upcoming meeting you will need to give three working days' notice in advance of the meeting by contacting <a href="mailto:Scrutiny@monmouthshire.gov.uk">Scrutiny@monmouthshire.gov.uk</a>

The amount of time afforded to each member of the public to speak is at the Chair's discretion, but to enable us to accommodate multiple speakers we ask that contributions be no longer than 3 minutes.

Alternatively, if you would like to submit a written, audio or video representation, please contact the team via the same email address to arrange this. The deadline for submitting representations to the Council is 5pm three clear working days in advance of the meeting. If combined representations received exceed 30 minutes, a selection of these based on theme will be shared at the meeting. All representations received will be made available to councillors prior to the meeting.

If you would like to suggest future topics for scrutiny by one of our Scrutiny Committees, please do so by emailing Scrutiny@monmouthshire.gov.uk

#### Our purpose

To become a zero-carbon county, supporting well-being, health and dignity for everyone at every stage of life.

#### Objectives we are working towards

- Fair place to live where the effects of inequality and poverty have been reduced.
- Green place to live and work with reduced carbon emissions and making a positive contribution to addressing the climate and nature emergency.
- Thriving and ambitious place, where there are vibrant town centres and where businesses can grow and develop.
- Safe place to live where people have a home where they feel secure in.
- Connected place where people feel part of a community and are valued
- Learning place where everybody has the opportunity to reach their potential.

#### **Our Values**

**Openness**. We are open and honest. People have the chance to get involved in decisions that affect them, tell us what matters and do things for themselves/their communities. If we cannot do something to help, we'll say so; if it will take a while to get the answer we'll explain why; if we can't answer immediately we'll try to connect you to the people who can help – building trust and engagement is a key foundation.

**Fairness**. We provide fair chances, to help people and communities thrive. If something does not seem fair, we will listen and help explain why. We will always try to treat everyone fairly and consistently. We cannot always make everyone happy, but will commit to listening and explaining why we did what we did.

**Flexibility**. We will continue to change and be flexible to enable delivery of the most effective and efficient services. This means a genuine commitment to working with everyone to embrace new ways of working.

**Teamwork**. We will work with you and our partners to support and inspire everyone to get involved so we can achieve great things together. We don't see ourselves as the 'fixers' or problem-solvers, but we will make the best of the ideas, assets and resources available to make sure we do the things that most positively impact our people and places.

#### **Monmouthshire Scrutiny Question Guide**

#### **Role of the Pre-meeting**

- 1. Why is the Committee scrutinising this? (background, key issues)
- 2. What is the Committee's role and what outcome do Members want to achieve?
- 3. Is there sufficient information to achieve this? If not, who could provide this?
- Agree the order of questioning and which Members will lead
- Agree questions for officers and questions for the Cabinet Member

# **Questions for the Meeting**

### Scrutinising Performance

- How does performance compare with previous years? Is it better/worse? Why?
- 2. How does performance compare with other councils/other service providers? Is it better/worse? Why?
- 3. How does performance compare with set targets? Is it better/worse? Why?
- 4. How were performance targets set? Are they challenging enough/realistic?
- 5. How do service users/the public/partners view the performance of the service?
- 6. Have there been any recent audit and inspections? What were the findings?
- 7. How does the service contribute to the achievement of corporate objectives?
- 8. Is improvement/decline in performance linked to an increase/reduction in resource? What capacity is there to improve?

# Scrutinising Policy

- Who does the policy affect ~ directly and indirectly? Who will benefit most/least?
- 2. What is the view of service users/stakeholders? What consultation has been undertaken? Did the consultation process comply with the Gunning Principles? Do stakeholders believe it will achieve the desired outcome?
- 3. What is the view of the community as a whole the 'taxpayer' perspective?
- 4. What methods were used to consult with stakeholders? Did the process enable all those with a stake to have their say?
- 5. What practice and options have been considered in developing/reviewing this policy? What evidence is there to inform what works? Does the policy relate to an area where there is a lack of published research or other evidence?
- 6. Does the policy relate to an area where there are known inequalities?
- 7. Does this policy align to our corporate objectives, as defined in our corporate plan? Does it adhere to our Welsh Language Standards?
- 8. Have all relevant sustainable development, equalities and safeguarding implications

9. been taken into consideration? For example, what are the procedures that need to be in place to protect children?

10.

11. How much will this cost to implement and what funding source has been identified?

12.

13. How will performance of the policy be measured and the impact evaluated

#### **General Questions:**

### **Empowering Communities**

- How are we involving local communities and empowering them to design and deliver services to suit local need?
- Do we have regular discussions with communities about service priorities and what level of service the council can afford to provide in the future?
- Is the service working with citizens to explain the role of different partners in delivering the service, and managing expectations?
- Is there a framework and proportionate process in place for collective performance assessment, including from a citizen's perspective, and do you have accountability arrangements to support this?
- Has an Equality Impact Assessment been carried out? If so, can the Leader and Cabinet/Senior Officers provide members with copies and a detailed explanation of the EQIA conducted in respect of these proposals?
- Can the Leader and Cabinet/Senior Officers assure members that these proposals comply with Equality and Human Rights legislation? Do the proposals comply with the Local Authority's Strategic Equality Plan?

#### Service Demands

- How will policy and legislative change affect how the council operates?
- Have we considered the demographics of our council and how this will impact on service delivery and funding in the future?
- Have you identified and considered the long-term trends that might affect your service area, what impact these trends could have on your service/your service could have on these trends, and what is being done in response?

# Financial Planning

- Do we have robust medium and long-term financial plans in place?
- Are we linking budgets to plans and outcomes and reporting effectively on these?

#### Making savings and generating income

- Do we have the right structures in place to ensure that our efficiency, improvement and transformational approaches are working together to maximise savings?
- How are we maximising income?
- Have we compared other council's policies to maximiseincome and fully considered the implications on service users?
- Do we have a workforce plan that takes into account capacity, costs, and skills of the

#### actual versus desired workforce?

### Questions to ask within a year of the decision:

- Were the intended outcomes of the proposal achieved or were there other results?
- Were the impacts confined to the group you initially thought would be affected i.e. older people, or were others affected e.g. people with disabilities, parents with young children?
- Is the decision still the right decision or do adjustments need to be made?

#### Questions for the Committee to conclude...

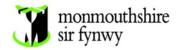
Do we have the necessary information to form conclusions/make recommendations to the executive, council, other partners? If not, do we need to:

- (i) Investigate the issue in more detail?
- (ii) Obtain further information from other witnesses Executive Member, independent expert, members of the local community, service users, regulatory bodies...

Agree further actions to be undertaken within a timescale/future monitoring report...



# Agenda Item 3



SUBJECT: HOUSING SUPPORT GRANT FUTURE PROGRAMME

MEETING: PEOPLE SCRUTINY COMMITEE

DATE: 16<sup>TH</sup> July 2025 DIVISION/WARDS AFFECTED: ALL

#### 1. PURPOSE

- 1.1 To brief Senior Leadership Team and Business Cabinet on the relevance and importance of Housing Support in relation to the delivery of homelessness prevention and support services.
- 1.2 To provide an update on the current situation with the Housing Support Grant (HSG) Programme and seek approval in respect of the proposed approach to reviewing and reconfiguring of the HSG programme, to ensure that it meets identified and future housing support needs.

#### 2. **RECOMMENDATIONS:**

- 2.1 To approve the proposed approach to reviewing the Housing Support Grant Programme, acknowledging its importance in preventing and supporting homelessness.
- 2.2 To keep elected members updated via People Scrutiny Committee and Members Seminars, as appropriate.

#### 3. KEY ISSUES:

#### What is Housing Support?

- 3.1 The purpose of Housing Support is to support vulnerable people to have the capability, independence, skills and confidence to access and/or maintain a stable and suitable home. A key aim is to help prevent homelessness and contribute towards Welsh Government's vision of homelessness being rare, brief and un-repeated. To do this, Housing Support is about tackling the root cause of homelessness and assisting people to remain in their accommodation for longer and with developing independence. Housing Support is absolutely critical in Monmouthshire to assist those households maintain temporary accommodation and enable them to both successfully move on to permanent accommodation and sustain permanent accommodation.
- 3.2 The Council knows that the relevance of Housing Support (together with wider support) is going to further increase in the near future as Welsh Government has just published the 'Homelessness & Social Housing Allocations (Wales) Bill', which if passed, will not only increase homeless demand but will also increase the relevance and role of Housing Support in regard to its inter-relationship with homelessness.
- 3.2 Housing Support is available to anyone over 16 years of age and living in any tenure. Support is largely provided through floating support arrangements but also through accommodation-based support. Examples of housing support include:
  - Help and advice with housing problems and accessing suitable accommodation
  - Advice with budgeting/managing money
  - Helping to get advice on benefits and grants
  - Help to develop daily living skills
  - Help to access other services e.g. health, housing, employment and education

3.3 Housing related support is particularly important for those most vulnerable and at risk relating to rough sleeping and occupying temporary and supported accommodation.

#### 3.4 Monmouthshire Context

In regard to the current homeless situation in Monmouthshire, Housing support is **absolutely critical** to the Council meeting its homeless and Rapid Rehousing responsibilities, particularly due to the higher level of support needs relating to those needing homeless assistance. For example, preventing homelessness; seeking to avoid the need to sleep rough; helping individuals both maintain their temporary accommodation and move on to permanent housing and reducing support needs such as substance misuse and mental health.

- 3.5 The Council funds a programme of support through annual Welsh Government Housing Support Grant. The grant availability for 2025/26 is £3,411,106. The current HSG Programme as of 1<sup>st</sup> April 2025 is detailed in **Appendix 1**.
- 3.6 In the context of the Housing (Wales) Act 2014 and homelessness, the HSG Programme is a key part of the local toolkit to prevent homelessness. The new Homeless & Allocation Bill further strengthens the duty to prevent homelessness.
- 3.7 It is considered that there will be benefits of raising the profile and awareness of the availability and role of Housing Support and its relevance to both homelessness and the Council's wider priorities.

#### **Overview of Current High-Level Needs**

- 3.5 The Council has an established programme of housing support in place, but there is a need to refresh and reconfigure the programme to ensure that it is fully fit for purpose and delivers the required strategic and operational benefits. The main priority is to ensure it supports the Council's homeless priorities, including homeless prevention, but it also needs to meet other needs and priorities.
- 3.6 The table below provides an overview of the current need identified:

Need*	2023/24	2024/25
Referrals	1810	2115
No. of individuals per support need category:		
Mental Health Substance Misuse Developmental disorder/learning disability Physical Disability Domestic Abuse Other	897 103 83 217 344 392	824 73 87 263 663 502
Nos. Currently Supported	1199	919
Nos. Waiting for Support	78	87
Nos. Waiting for Supported Hsg	12	11
Nos. Waiting for Housing First		16

Level of support need:  Low Medium High Intensive Not available	Not collected	305 398 136 18 62
Nos of homeless applications	460	403
Nos in temporary accommodation	207	160

<sup>\*</sup>It is the intention to establish additional indicators to further improve the understanding of housing support need, service delivery and the quality and outcomes being achieved.

#### **HSG Priorities and Purpose of Remodelling the Programme**

- 3.7 There is a need to review and reconfigure the programme to address a number of issues relating to the existing programme. The proposed priorities have been particularly informed by the requirements of Welsh Government relating to the role of Housing Support in contributing to tackling homelessness and the transition to a Rapid Rehousing approach, existing Housing Support need and homelessness related need.
- 3.8 Also feedback from Providers has and will continue to be considered e.g. recruitment challenges, sustainability etc. The Council has regular contact with Providers though a number of formal and informal arrangements. This has included recent engagement in regard to current and proposed procurement requirements and intentions.
- 3.9 Key aims of remodelling the HSG programme include:
  - Whilst the Council team wish to meet all identified needs within the County, this
    will not be possible within the current budget window. In the context of 154
    applicants with high or intensive support needs, identified gaps and capacity
    shortfalls in the existing programme include:
    - Specialist Mental Health screening to strengthen both the assessment of need and to help facilitate the acquisition/delivery of support.
    - Complex needs supported housing north and south
    - Mental Health supported housing with the ability to accept high needs individuals
    - Temporary accommodation support is not adequately aligned to the actual accommodation itself.
    - There is a lack of support capacity in respect of young people and hoarding.
    - Specialist domestic abuse screening to strengthen both the assessment of need and to help facilitate the acquisition/delivery of support.
  - To increase value for money and economies of scale there is scope to reduce the number of projects by consolidating activities, which in turn will help to reduce overall management overheads.
  - Effective housing support will help to deliver cost benefits and cost avoidance eg
    help prevent households become homeless, thereby avoiding potential homeless
    related costs.

- As required by Welsh Government, implement a revised pricing/payment schedule for Providers to support Providers to pay support staff the Real Living Wage as a minimum. This will support staff recruitment and retention and, therefore, programme sustainability. See Paragraph 7.
- To increase the resilience and flexibility of individual projects. Larger projects with more staff will help to mitigate against staff absences relating to vacancies, sickness and annual leave. Larger pools of staff will also enable projects to flex as necessary in response to arising issues.
- To mitigate against inappropriate staff/client ratios.
- To reduce the number of projects to strengthen contract management arrangements. Less projects will help the Council to undertake regular contract monitoring and, therefore, more rigorous contract management whilst also being able to offer additional support to individual projects.
- To increase the focus on quality and outcomes and better understanding the impact individual support projects is having on the lives of individuals.
- To ensure it fully aligns with homelessness and Rapid Rehousing and, therefore, improves homeless related outcomes e.g. homeless prevention; move-on to permanent accommodation etc. Refreshing the programme allows the Council to review individual project specifications to ensure projects deliver what is required.
- To ensure individual projects contracted to external agencies are compliant with the Council's Contract Procurement Rules. Procurement processes will be used to ensure that tendering and eventual project delivery incorporates the need to meet wider Council priorities.
- 3.10 An overview of the HSG funded programme from April 2025 is provided in Appendix
   1, Table 1. Table 2 lists the projects decommissioned during 2024/25 as part of the initial review process.

#### **Next Steps for Projects Operated by External Agencies**

- 3.11 The majority of projects operated by external agencies were scheduled to end on 31<sup>st</sup> March 2025. As advised by Ardal Procurement Service, the priority is to renew all the projects through Direct Awards. This is the immediate priority of the HSG team. Where applicable, all the Direct Awards are expected to commence from 1<sup>st</sup> July 2025.
- 3.12 All of the Direct Awards will be relatively short-term and will have staggered end dates spread over the next couple of years to provide the time and space to implement a phased approach to a re-procurement and refresh of the programme.
- 3.13 It will enable the team to systematically plan and focus on individual support themes (e.g. Domestic Abuse, Young People etc) in terms of engaging with existing Providers, preparing revised fit for purpose specifications and procurement documentation, consulting on proposals and implementing robust tendering exercises. The intention is work towards an evidence based Indicative HSG Programme, that effectively creates a vision of housing support to work towards.

### **Indicative HSG Programme for Future Delivery**

- 3.14 An Indicative HSG Programme has been established as a 'vision' and the basis for the future delivery of housing support. This is based on priorities, need and the level of funding available. It is expected that there will be insufficient funding to deliver projects that address all identified need.
- 3.15 The Indicative HSG Programme is detailed in **Appendix, Table 3.** This may change over time should need, priorities or funding change.

#### 3.16 **The Proposed Approach**

The proposed approach to refreshing the HSG Programme will be based on the following:

- In general terms, the aim is for the approach to be inclusive and transparent, whilst also seeking to raise the profile and awareness of Housing Support.
- The approach will aim to support wider priorities and contribute to the Community & Corporate Plan.
- HSG Planning Groups will be booked in to tie in with tendering timetables and will be themed to each tender. The next meeting is on 25<sup>th</sup> July 2025 and will focus on Generic Services.
  - This provides an opportunity for wider services to engage and contribute to individual tenders as appropriate.
- Collate need evidence to inform the proposed recommissioning through engagement with wider services, including existing HSG Providers, and an invitation to contribute.
  - This will also be an opportunity to potentially identify good practice to inform specifications.
- Draft fit for purpose specifications and circulate to relevant services for comment
  - o Ensure that this reflects accessible services and no one is disadvantaged.
- 3.17 Through this approach, for each tender, the team will be well placed to demonstrate and evidence the identified support need and the current situation and thorough engagement with key stakeholders has been undertaken, providing good opportunity for stakeholders to be involved and influence the development of the proposal.
- 3.18 The first tender will be Generic Services. The broad timeline for preparing this project and establishing the contract is:
  - 25<sup>th</sup> July 2025 Generic Themed Planning Group
  - Late September Tender Issued on Sell2Wales
  - End December 2025 award contract
  - January March 2026 transition period
  - 1st April 2026 new Generic Services contract starts.

# 4. EQUALITY AND FUTURE GENERATIONS EVALUATION (INCLUDES SOCIAL JUSTICE, SAFEGUARDING AND CORPORATE PARENTING):

- 4.1 The Equality and Future Generations Evaluation Assessment detailed in **Appendix 2**, has identified that overall, the refresh of the HSG Programme has positive benefits. Negative implications, however, have been identified.
- 4.2 An overview of the negative implications include:
  - Possible risk of redundancy in the event of Providers not being awarded a future contract, although TUPE regulations would apply. It will be a priority of the Council to support Providers in this regard to wherever possible, avoid any redundancies.

### 5. OPTIONS APPRAISAL

5.1 Various options exist to establish a refreshed Housing Support Grant programme. These can be summarised as below

Option	Benefit	Risk Comment	
Option 1. The Proposed Option. To refresh and reconfigure the HSG programme as per Appendix 1, Table 3	The proposed programme:  Is aligned with the Council's homeless needs  Seeks to address the current identified need and delivery issues  Contract packaging will address support delivery issues and capacity issues to increase resilience and sustainability  Addresses fragmented delivery arrangements e.g. generic services  Consolidates and streamlines the number of projects which both has cost benefits to strengthen contract monitoring arrangements  Increases management control of contracts  Improved outcomes and performance  Real living wage will be paid to support workers as required by Welsh Government  Supports Contract Procedure Rules	There may be a risk to providers in respect of the potential to lose contracts.  The Council may need to indemnify potential redundancy costs in tendering arrangements	Every effort will be made to work with and support Providers and if applicable, help to mitigate against potential redundancies.  TUPE may be applicable in respect of certain contracts.  The HSG Commissioning Team are engaging with Legal.
Options 2 Package Contracts Differently	Contract packaging is arguably subjective, but an alternative approach to packaging could be	There may be a risk to providers in respect of the potential to lose contracts.	

<b>T</b>			
	adopted. But the proposed packaging of projects has taken account of:  MCC and homeless priorities  Staff and service user feedback  Statistical evidence  HSG availability  Contract management capacity  Procurement rules and regulations	The Council may need to indemnify potential redundancy costs in tendering arrangements	
Option 3 – To configure the delivery of the programme differently in terms of those services delivered by the Council and external Providers	The proposed configuring of the delivery of the programme:  Reflects the strategic role of the Council e.g. identify need, coordinate delivery etc  Will strengthen the Council's control and influence of the delivery of support in key areas e.g. temporary homeless accommodation.  Exploit experience and specialism where applicable e.g. domestic abuse	There may be a risk to providers in respect of the potential to lose contracts  The Council may need to indemnify potential redundancy costs in tendering arrangements	
Option 4 – Allow the existing programme to continue to run without change	There are no benefits to this option beyond, although this option supports existing Providers in terms of contract continuity.	The current programme is not fit for purpose and is not sufficiently aligned with need.  There is a need to meet procurement rules and regulations  Existing specifications need updating  It won't improve value for money  The Council's contract	

	It promotes Provider	
	complacency	

#### 7. RESOURCE IMPLICATIONS

- 7.1 The current HSG Programme (**See Appendix 1, Table 1)** is fully funded by Welsh Government, together with a contribution of Social Care of £110,281 to the Young Persons Supported Housing projects.
- 7.2 The funding for 2025/26 is £3,411,106.
- 7.3 Although the programme is fully funded, the HSG availability to the Council is insufficient to meet all the support needs of Monmouthshire. As a result, some projects operate with waiting lists, and it is not possible to fund all the housing support projects required to meet locally identified need.
- 7.4 To help support project sustainability and to meet Welsh Government expectation that support staff are paid the Real Living Wage, it is proposed to implement the following Pricing Schedule, which is based on projected 2025/26 project costs submitted by Providers through Welsh Government HSG procedures:
  - £49,000 p.a per support officer and pro-rata (the current funding is £36,000 p.a).
  - Plus, tariff for specialist services:
    - 1 − 5 client ratio 7.50%
    - 6 10 client ratio 5.0%
    - 11 15 client ratio 2.5%
- 7.5 The capacity and quality of housing support available has a direct correlation to the wider Council revenue budget, although it's not possible to measure the potential and actual impact. For example, effective housing support will:
  - Help to prevent homelessness and, thereby, will help reduce the number of households presenting as homeless and possibly needing temporary accommodation. At present there is a cost to the Council of providing temporary accommodation, particularly B & B.
  - Assist homeless residents of temporary accommodation to meet the conditions of their occupancy such as meeting their obligations to pay rent or responsibly occupy their accommodation e.g. report repairs and avoid damage.
- 7.6 The following continue to be regarded as gaps or insufficient capacity in the current programme:
  - Mental Health Screening
  - Mental Health Supported Accommodation
  - Severn View 24-hour support as an alternative to relying on 24-hour security
  - Complex Needs Supported Housing
  - Domestic Abuse Screening for Housing Options Team
  - Additional Young Persons Supported Housing Capacity
  - Generic Services Capacity
  - Hereford Road Mental Health Supported Housing
  - Hospital Discharge Support

#### 8. CONSULTEES

- 8.1 Cabinet; Senior Leadership Team; Infrastructure & DMT; Housing & Communities
- 8.2 The next steps with this report are:
  - 16<sup>th</sup> July 2025 People Scrutiny due to the importance of Housing Support, all members have been invited to attend this meeting.
  - 17<sup>th</sup> September 2025 Cabinet.
- 8.3 As the review of the programme progresses, elected Members will be updated via People Scrutiny Committee and Members Seminars, as appropriate.

#### 9. BACKGROUND PAPERS:

- Welsh Government, Rapid Rehousing: Guidance
- Welsh Government, Homelessness & Social Housing Allocations (Wales) Bill 2025

#### 10. AUTHORS:

Ian Bakewell, Strategic Housing Manager

11. CONTACT DETAILS: <a href="mailto:ianbakewell@monmouthshire.gov.uk">ianbakewell@monmouthshire.gov.uk</a>; 01633 644479

# Appendix 1

# Table 1 – HSG Programme 2025/26

Project	Function	Provider	Capacity	Situation/Comments
Generic Services				
Generic Floating Support Service	Generic floating support	Pobl	14	One of several generic support services.
				properties/buildings.
Tenancy Support Service	Generic and temporary accommodation floating support	Llamau	2.1	One of several generic services
Housing & Well-being Support	Chepstow	Pobl	1	As above
Housing & Well-Being Support	Monmouth	Llamau	1	As above
Housing & Well-Being Support	Abergavenny	MHA	3	As above
Homeless Services				
Temporary Accommodation	Floating support for temporary homeless accommodation	Pobl		Continuity of temporary accommodation and staff recruitment have been issues.
				There is a need to align temporary accommodation support more closely with the accommodation itself and the Council's housing management.
Assertive Outreach Service	Rough sleeper and sofa surfing support	Llamau	2	Working well, but there would be benefits to extending the hours into early evening. Client feedback has identified that there is a lack of officer continuity after being accommodated, as support transfers to another Provider

Housing Support for those with chronic social care and	Pobl	4	Working well, but reliant on properties being made available by
health needs. The project aims to also provide accommodation.		·	RSL's, which were previously suspended. The project has been recently reviewed, and capacity has increased from 2 to 4 fte. This is a very important project from a homeless perspective due to high level of need of individuals who need such a service.
Dedicated family support	Pobl	1	Referral levels were very low resulting in a low caseload.
Mental Health floating support and farmer support and Mental Health Prevention Support Officer	MIND	9	Working well. The service delivers added value through informal (e.g., not contractual) access to MIND supported accommodation. Whilst this is beneficial, access cannot be guaranteed as higher need individuals may be declined.  For 2024/25, this also includes the Mental Health Prevention Support Officer which has been absorbed into the main TASL service.
Welfare Rights	MIND		
Specialist hoarding support	Holistic Hoarding	1	New service during 2024/25Working well, although the current capacity is insufficient to meet needs, which has resulted in a waiting list.
<b>9</b> \$			
Short-term and responsive emergency intervention	Cyfannol		Working well, although service is can only be accessed by females.
Specialist training support	Cyfannol		As above
	aims to also provide accommodation.  Dedicated family support  Mental Health floating support and farmer support and Mental Health Prevention Support Officer  Welfare Rights  Specialist hoarding support  s Short-term and responsive emergency intervention	aims to also provide accommodation.  Dedicated family support Pobl  Mental Health floating support and farmer support and Mental Health Prevention Support Officer  Welfare Rights MIND  Specialist hoarding support Holistic Hoarding  S  Short-term and responsive emergency intervention  Cyfannol	aims to also provide accommodation.  Dedicated family support  Mental Health floating support and farmer support and Mental Health Prevention Support Officer  Welfare Rights  MIND  Specialist hoarding support  Holistic Hoarding  Short-term and responsive emergency intervention  Cyfannol

Refuge	Specialist emergency accommodation	Cyfannol		As above
MODAS	Specialist intervention floating support worker	Llamau		Working well. Available for both female and male clients. An issue is continuity in respect of applicants on crisis moving to MODAS and having to change Provider. There is a need to avoid reassessment.
Target Hardening	Equipment installation to mitigate against Domestic Abuse	Care & Repair	N/A	As above
Young People		l		
Youth Outreach	Specialist outreach service for young people	Llamau		
Young Persons Supported Housing Projects	Specialist supported housing at Hill-House, Sunnyside and Woodstock House	Pobl		Working well, although there is insufficient capacity to meet needs. Joint project with Social Care Children's Services who contribute financially to the funding.
Substance Misuse Serv	rice		J.	
Assertive Outreach – Substance Misuse	Specialist assertive outreach service for people with drug and alcohol issues.	Gwent Drug & Alcohol Service		Working well, although capacity is an issue in relation to levels of need.
Older People Service			l	
Healthy at Home	Preventative home safety support for older people focuses on risk assessing homes.	Care & Repair		
In House Services	1	I	1	<u> </u>
Housing Support Team	The HSG Gateway provides a single point of contact and assessment for housing support. The team also includes a Low Level Support	MCC Housing & Communities	8.2 fte	Working well

	Officer who provides short-term responsive interventions.			
Benefit Service	Benefit advice and assistance	MCC Housing & Communities	2	Working well. Initially set up to support people in relation to the introduction of Universal Credit and mitigate against the anticipated risks identified at the time of introduction.
Support Service Co- Ordinator	Housing Intervention Panel and Housing First co-ordination	MCC Housing & Communities	1	Working well
Family Mediation	Support for young people and families who are clients of MCC Children's Services	MCC Children's Services	2	Working well
Severn View Temporary Accommodation	Dedicated support for the residents of Severn View	MCC Housing & Communities	2	New service for 2025/26 - expected commencement June 2025
Regional Projects			I	
Regional Development Co-Ordinator	MCC contribution to a regional network	TCBC (Regional)	1	Working well

# Table 2 – Projects Decommissioned During 2024/25

Project	Function	Provider	Capacity	Situation/Comments
Criminal Offending	Regional prison release service	The Wallich (Regional through TCBC)	1	Did not work effectively and did not provide value for money. No prison attendance provided as was originally expected.
Family Mediation Project	Young persons support for those excluded from home.	Llamau	1	Not working effectively. Staffing has been an issue. Referral rates are low. Family mediation is being incorporated into the Compass Youth Homeless project.

Table 3 - Future Indicative Programme & Timeline for Delivering 2025/26 - Post Direct Awards Onwards\*

\*May be subject to possible future change in relation to changes in need, funding, arising opportunities etc

Project	Function	Target Start Date	Estimated Value	Situation/Comments
Generic Services			<u> </u>	
Generic Floating Support Service	Generic floating support repackaging multiple projects into a single project. Key priority homeless prevention	Contract to be relet by or before 1st April 2026	£490,000	There will be a need to decommission the five existing generic projects.  The proposed capacity is not expected to fully meet needs and, therefore, it is anticipated that a waiting list will still be necessary.
Homeless Services			1	
Assertive Outreach & Temporary Homeless Accommodation	Consolidation of Assertive Outreach and Temporary Homeless Accommodation Support to provide seamless support.	As above	£450,000	With dual functions this will facilitate continuity of support when a rough sleeper moves into temporary accommodation.  Aim will be to extend the Assertive Outreach hours beyond normal office hours into early evening
Housing First	Housing Support for those with chronic social care and health needs. The project aims to also provide accommodation.	1 <sup>st</sup> April 2027	£205,000	Supported by the provision of accommodation by RSL's.
Young Persons				-
Youth Outreach	Specialist outreach service for young people	Contract to be relet by or before 1st October 2026	£125,000	
Young Person Supported Accommodation	Specialist supported housing at Hill-House, Sunnyside and Woodstock House.  Joint initiative with Children's Services	Contract to be relet by or before 1st October 2026	£560,000	

Domestic Abuse				
Domestic Abuse	Specialist emergency	Contract to be let by or	£350,000	Domestic abuse services need to be
Project including:	accommodation	before 1st April 2027		available and accessible for all genders.
Refuge Crisis and Floating	Short-term and responsive emergency intervention.			
Support				
Courses & Group Work	Specialist training support for both those on support and not on support.			
Target Hardening	Equipment installation to mitigate against Domestic Abuse	Contract to be let by 1st April 2027	£10,000	
Family Services	l		I.	
Family Intervention Project	Dedicated family support	1 <sup>st</sup> April 2027	£51,450	
Mental Health Servi	ces		<u>L</u>	I I
Mental Health Floating Support	Mental Health specialist floating support	1 <sup>st</sup> July 2026	£510,000	
Hoarding	Specialist hoarding support	1 <sup>st</sup> April 2027	£61,450	
Financial Inclusion				
Substance Misuse S				
Assertive Outreach  - Substance  Misuse	Specialist assertive outreach service for people with drug and alcohol issues.	1 <sup>st</sup> April 2027	£100,000	
Older People Service				
Healthy at Home	Preventative home safety support for older people that	1 <sup>st</sup> April 2027	£49,000	

	focuses on risk assessing homes.			
In-House Service		l	<u> </u>	
Housing Support Team	The main service is the <b>HSG Gateway</b> , which provides a single point of contact and assessment for housing support.	N/A	£359,281	
	The team also includes a <b>Low Level Support Officer</b> who provides short-term responsive interventions.			
Benefit Service	Benefit advice and assistance.	N/A	£80,850	
Support Service Co-Ordinator	Housing Intervention Panel and Housing First co-ordination	N/A	£49,000	
Family Mediation	Support for young people and families who are clients of MCC.	N/A	£15,000	Joint service between Compass Young Persons Project and Children's Services
Severn View Temporary Accommodation	Dedicated support for the residents of Severn View	June 2025	£62,880	
Regional Projects		<u> </u>	I	l
Regional Development Co- Ordinator	MCC contribution to a regional network hosted by TCBC	N/A	£4,678	



# **Integrated Impact Assessment document (**incorporating Equalities, Future Generations, Welsh Language and Socio-Economic Duty)

Name of the Officer completing the evaluation lan Bakewell  Phone no: 07774 972014  Email: ianbakewell@monmouthshire.gov.uk	Please give a brief description of the aims of the proposal To review the Housing Support Grant programme to ensure it is fit for purpose and fully aligns with the Councils homeless need.
Name of Service area Housing & Communities	Date 23 <sup>rd</sup> May 2025

1. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	This proposal affects people of all ages from 16+ including older persons by virtue of the availability of housing support for those who need it, particularly those at risk of homelessness or actual homelessness.  Consider the provision of inclusive services for Transgender people and groups. Also consider what issues there are for employment and training	None, although due to limited funding, there are expected to be needs relating to those with protected characteristics that can't be fully met or there may be a delay.	
Disability	The revised programme will be more closely aligned with need and the evidence base and will have a more targeted and focused approach.	As above	As above
Gender reassignment	As above	As above	As above

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Marriage or civil partnership	As above	As above	As above
Pregnancy or maternity	As above	As above	As above
Race	As above	As above	As above
Religion or Belief	As above	As above	As above
Sex	As above	As above	As above
Sexual Orientation	As above	As above	As above

# 2. The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Socio-economic Duty and Social Justice	It is recognised that housing support needs can be influenced by issues such as low income; affordability; impact of childhood trauma; substance misuse; accessing employment / training opportunities; barriers to accessing mental health and lack of independent living skills.  The provision of housing support, therefore, benefits those experiencing socio economic disadvantage. Good quality support also contributes to wider priorities such as health and wellbeing, poverty, employment opportunities etc.	There are no negative impacts associated with this proposal.	It will be an on-going action to identify opportunities to strengthen housing support which in turn will be beneficial for homeless prevention and access to affordable housing through partnership arrangements.  The proposal mitigates against chaotic lifestyles by seeking to prevent homelessness or help facilitate access to safe and secure accommodation and to maintain it, through which lives can be rebuilt.

# 3. Policy making and the Welsh language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
Policy Making Effects on the use of the Welsh language, Promoting Welsh language Treating the Welsh language, no less favourably	Positive impact. There is scope to increase the promotion of the Welsh Language	None	Bi-lingual service user information
Operational Recruitment & Training of workforce	Neutral impact. This proposal does not involve the appointment of staff.  However, on a general basis, Housing & Communities encourages the appointment of Welsh Language speakers and offers staff Welsh Language training	None	N/A
Service delivery Use of Welsh language in service delivery Promoting use of the language	Neutral impact	None	N/A

**4. Does your proposal deliver any of the well-being goals below?** Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative	What actions have been/will be taken to mitigate any negative impacts or better
3	impacts.	contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	Positive: Positively contributes to increasing housing options in Monmouthshire.  Helps to prevent homelessness and, thereby, helping to reduce the use of bed and breakfast accommodation.  Effective housing support will also impact on wider resources in terms of cost benefits and cost avoidance eg Health, Social Care by helping people become more independent.  Negative: None	It is a priority for the Council to ensure the HSG Programme is as closely as possible aligned with current housing need and wider strategic priorities.  The approach to contract packaging will increase the size of projects to help make them more resilient (to sickness/leave/changing priorities) and flexible.
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g., climate change)	Positive: N/A Negative: N/A	N/A

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A healthier Wales People's physical and mental wellbeing is maximized, and health impacts are understood	Positive: Being more aligned to need will have a benefit in respect of positively contributing to the health of homeless persons. Good housing supports well-being.  Negative: N/A	The current programme has services that directly support health and well-being eg assertive outreach for rough sleepers and substance users. The aim is to build upon this.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Positive: Positively contributes by effectively helping people access and maintain accommodation. Housing Support helps people responsibly manage their homes and live independently, which can be enhanced by being assisted to access wider support.  Negative: N/A	N/A
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	Positive: Positively contributes to the health and well-being of people receiving support.  Negative: N/A	N/A.
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	Positive: N/A Negative: N/A	N/A

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A more equal Wales People can fulfil their potential no matter what their background or circumstances	Positive: A core principle of Housing Support is helping people to realise their potential and overcoming barriers relating to disadvantage.  The proposal recognises that Housing Support is as important as the provision of accommodation and that accommodation alone doesn't always fully address a person/households disadvantaged circumstances.  Housing support will help to increase the stability in people's lives improving opportunities in respect of personal finances; employment; training etc.  Negative: N/A	A key emerging project is the decision to repurpose Severn View, Chepstow as temporary accommodation and will form part of the overall programme. This project will provide dedicated on-site housing support during office. The intensity of this will be increase the scope for individuals to realise potential.

5. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Balancing short term need with long term and planning for the	Housing Support Services offer short-term to long-term support. It recognises that small or low level issues can escalate into serious issues eg a small debt(s) can increase and at worst, can result in such issues as serious arrears and potential eviction.  Housing support also recognises the need for quick	Existing housing support exists and the aim is to build upon and enhance this, using experience and evidence.
	The proposal is about sustainable solutions and minimising the potential to set people up to fail.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Working together with other partners to deliver objectives	This proposal in part is about supporting Welsh Government to implement the transition to a Rapid Rehousing Approach to homelessness.  A core principal of Rapid Rehousing is partnership working. Whilst Housing Support projects directly deliver support, to maximise effectiveness, there will be a need to engage with wider support services to provide wrap around and co-ordinated support.  Key and typical partners will include the Housing Options Team, Social Care, Probation, Health Services, the voluntary sector and Housing Associations.  Homeless applicants benefiting from the proposal may receive support from housing support providers.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?	
Involving those with an interest and seeking their views	The proposal has been informed by housing support and homeless related evidence. It also has considered feedback from internal Council Services, particularly the Housing Options Team and Providers.  The proposal seeks to align with the requirements of Welsh Government and the Council's wider priorities through the Corporate & Community Plan.  The proposal has been considered by SLT and Business Cabinet.	The broad proposal seeks to be inclusive and to provide stakeholders with the opportunity to influence individual specifications and tenders.  The Council's HSG Planning Group is a multiagency group and provides an opportunity for strategic services to influence individual HSG tenders eg provide evidence and input into specifications. Planning Group meetings will be themed for individual tenders.  Individual liaison has and will continue to take place with individual Providers in line with applicable tenders.  The procurement process promotes engagement with potential Providers eg Market Events, feedback from which can also inform individual tenders.	

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Putting Prevention	The proposal is about strengthening and improving housing support as a preventative service to offset the need for other services to be accessed, particularly at a point of crisis.  HSG services seek to intervene early and address low level issues to prevent escalation.	Resources are already being directed towards mitigating against homelessness through trying to prevent homelessness and other crisis.
resources into preventing problems occurring or getting worse		
Integration	The proposal positively impacts on well-being eg health, financial etc by helping people retain accommodation or access good quality alternative accommodation  Services have the potential to support wider priorities and services.	N/A
Considering impact on all wellbeing goals together and on other bodies		

6. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	The proposal supports any households where there could be safeguarding issues by providing advice and information and linking with wider support services.		N/A
Corporate Parenting	The proposal supports Corporate Parenting by providing additional resource to Social Care.	None.	N/A

# 7. What evidence and data has informed the development of your proposal?

Evidence has been gathered in the following ways:

- Housing Support related need and demand.
- Housing Support Grant service activity and outcomes
- Individual Provider returns
- Housing Support Grant Provider Reviews
- Regular liaison with Providers
- Homeless and Housing Options Team service activity
- Priorities.
- Financial data relating to the Council's provision of temporary homeless accommodation
- HSG budget availability from Welsh Government

The legislation and good practice which have informed the proposal include:

- Housing (Wales) Act 2014;
- Welsh Government's Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness;
- Welsh Government, Developing a Rapid Rehousing Transition Plan 2022-2027
- Welsh Government Homeless Bill
- 8. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

.This section should summarise the key issues arising from the evaluation. This summary must be included in the Committee report template

#### Positive -

The positive impacts of this proposal will:

- Increase value for money and economies of scale there is scope to reduce the number of projects by consolidating activities, which in turn will help to reduce overall management overheads.
- Help to deliver cost benefits and cost avoidance eg help prevent households become homeless, thereby avoiding potential homeless related costs.
- Support Providers to pay support staff the Real Living Wage as a minimum. This will support staff recruitment and retention and, thereby, contributing to programme sustainability.
- Increase the resilience and flexibility of individual projects. Larger projects with more staff will help to mitigate against staff absences relating to vacancies, sickness and annual leave. Larger pools of staff will also enable projects to flex as necessary in response to arising issues.
- Mitigate against inappropriate staff/client ratios.
- Reduce the number of projects to strengthen contract management arrangements.
- Increase the focus on quality and outcomes and better understanding the impact individual support projects is having on the lives of individuals.
- Closer alignment with homelessness and Rapid Rehousing and, therefore, improving homeless related outcomes e.g. homeless prevention; move-on to permanent accommodation etc.

• Ensure individual projects contracted to external agencies are compliant with the Council's Contract Procurement Rules.

# **Negative**

There may be a small risk of redundancy relating to individual projects, but the Council will liaise closely with individual to
mitigate any potential risk. TUPE requirements will also be applicable and will provide a further layer of mitigation.

9. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
Continue with review of HSG programme, focusing in the short-term on Generic Services and the Planning Group scheduled for 25 <sup>th</sup> July 2025.	Ensure relevant stakeholders have had the opportunity to comment on the specification.  Ensure the proposal supports and contributes to Whole Authority priorities.	Housing Support Grant Commissioning & Operations Manager.
Start planning in respect of subsequent tenders.	On going	Housing Support Grant Commissioning & Operations Manager.

10. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision-making process. It is important to

keep a record of this process to demonstrate how you have considered and built-in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1.	SLT	10 <sup>th</sup> June 2025	To ensure the process is streamlined and to keep members updated via Scrutiny and Members Seminars.
2.	Business Cabinet	8 <sup>th</sup> July 2025	